EMS Total (Turnout + Travel) Time Defect Rate Louisville Fire Department



KPI Owner: Fire Department Chief of Staff Process: Fire Response

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY 14 avg. = 33.7%	Data Source: Firehouse	Plan-Do-Check-Act Step 3: Determine and quantify root causes
Goal: First responding units are late (>300 sec) to	Analytics	Measurement Method: Percentage of incidents in which the first
no more than 10% of incidents.	Goal Source: NFPA 1710	responding unit took more than 300 seconds to arrive.
		Why Measure: To assure citizens of a timely response to emergencies
	Benchmark Source:	Next Improvement Step: 1. Assure proper measuring 2. Educate
Benchmark: 90% within 300 seconds	NFPA 1710	Suppression members on proper response techniques

How Are We Doing?

Mar2015-Feb2016	Mar2015-Feb2016	
12 Month Goal	12 Month Actual	
10%	32%	
Percent	Percent	

Jan2013

Jul2013

May2013

Data

Mar2013

45% 40% 35% 30% 25% 20% 15% 10% 5%

0%

Mar2012

May2012

Jul2012 Sep2012 Nov2012

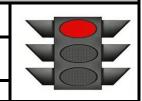


Feb2016 Goal	Feb2016 Actual
10%	30%
Percent	Percent

Jul2015 Sep2015

Nov2015 Jan2016

Mar2015



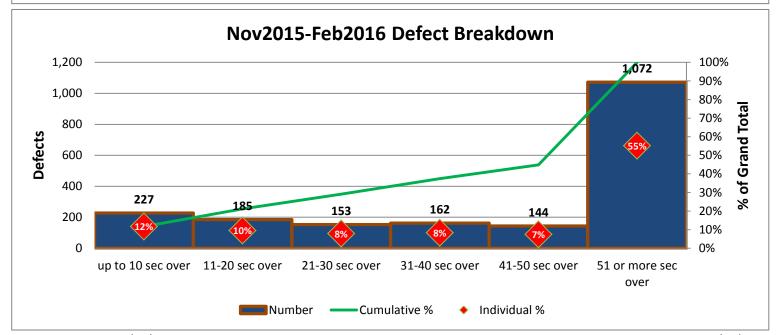
EMS Total (Turnout + Travel) Time Defect Rate Good Good 36% 35% 34% 31% 27% 30% 27% 25% 28% 27% 34% 33% 27% 30% 26% 30% 30% 35% 33% 31% 30% 31% 31%

Jul2014

−Goal −

Nov2014

Benchmark



Jan2014

Mar2014 May2014

Nov2013

Median

Report Generated: 04/01/2016 Data Expires: 04/05/2016